

CUSTOMER SERVICE

If you experience any problems with your Ubisoft game, please contact our friendly and knowledgeable team of support representatives who will be more than happy to help.

Before contacting us, we encourage you to first visit https://support.ubi.com where you can find comprehensive information on our products in our FAQs. Here you will also be able to contact us via the web should you not find the information you are looking for.

Alternatively, you can contact the team via telephone on **08716641000** between 9:30am and 10pm Monday to Friday and between 9:30am and 6pm at weekends.

Note: Call rates charged at national rate, check your supplier for details.

Note: Check https://support.ubi.com for opening hours on bank holidays.

WARRANTY

Ubisoft guarantees to the original purchaser of this computer software product that the compact disc (CD)/cartridge supplied with this product shall not show any default during a normal use period of ninety (90) days from the invoiced date of purchase. In the first instance please return the faulty product to the point of purchase together with your valid receipt. If for any reason this is not possible, (and it is within 90 days of the purchase date), then the faulty compact discs/cartridges should be returned to Ubisoft at the below address, along with a dated receipt, location of purchase, a statement describing the fault, and all original packaging.

Address for returns:

Ubisoft, Ranger House, Walnut Tree Close, GUILDFORD, United Kingdom, GU1 4UL

Where a CD key is required to access on-line game play, this cannot be reproduced or replaced. It is the responsibility of the original purchaser to keep this CD key secure. Lost, stolen or damaged CD keys cannot be replaced.

